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ABSTRACT

This workbook accompanies an interactive videodisc used in the Working Smart workplace literacy project prepared for the hotel and food services industry in the Los Angeles, California area. The first instructional unit addresses preparing the work area, including stocking supplies and cleaning the work area. The second instructional unit covers greeting customers and taking, processing, and completing orders. The third unit covers setting up a cash drawer, ringing up sales, and checking out at the end of a shift. Each unit consists of short narratives, examples, practice exercises, and space for notes. The practice exercises consist of forms to be filled out and matching, multiple-choice, short answer, and fill-in-the-blank questions that involve reading, spelling, punctuation, addition, subtraction, multiplication, totaling a bill, computing sales tax, and computing discounts. (CML)

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WORKING SMART

Workbook

An Interactive Learning Experience

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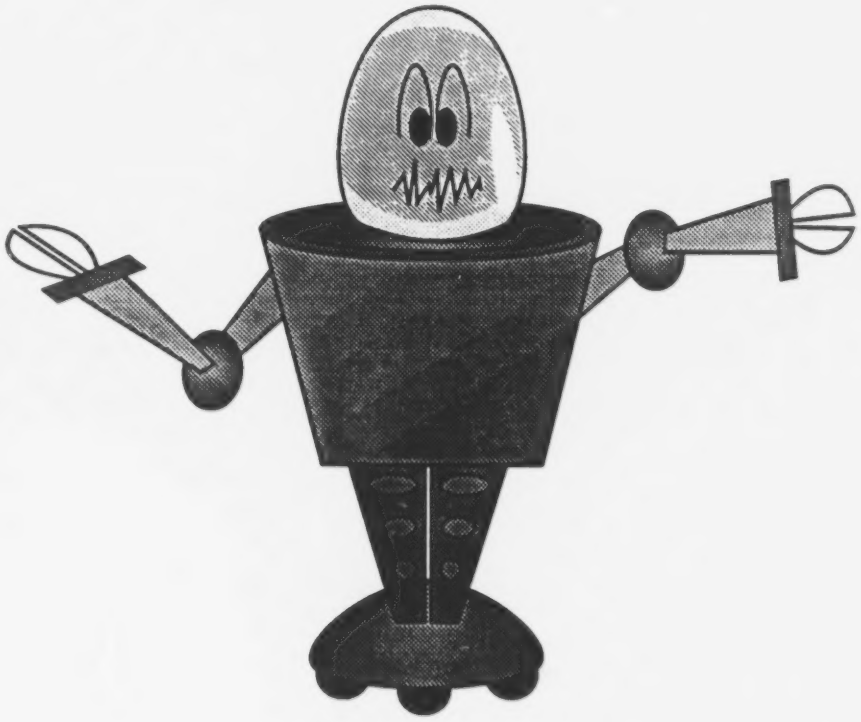

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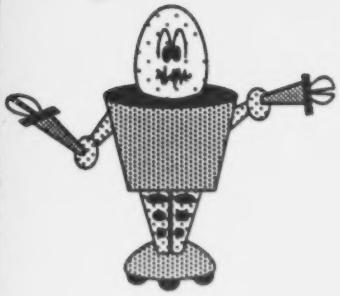

Welcome to "Working Smart", an interactive videodisc training program that has been developed to help you work smart.

Interactive videodisc is probably new to you. In fact, it is new to most people. It is considered to be the most advanced form of computer-based training that is available. It's easy to use and can be fun too!

So, it is our hope that you learn customer service skills while interacting at your own speed with the video, graphics, and narration in this program.

This workbook is divided into three main modules just like the interactive videodisc program. You will be able to follow along with the program using this workbook.

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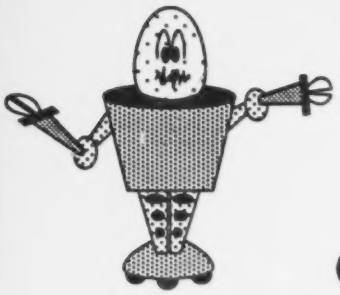

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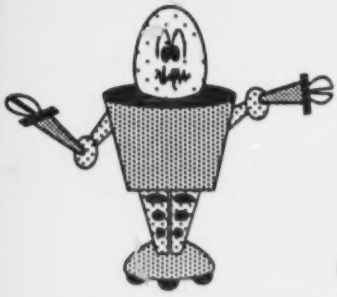

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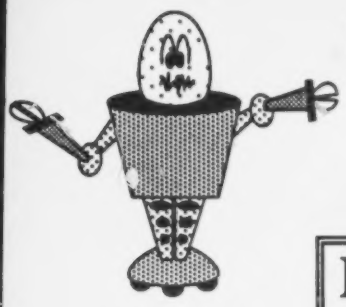
Preparing the Work Area



Preparing the Work Area

A work area must be well prepared in order for you to "Work Smart" and do your job the best way you know how. It impresses your customers when you are prepared and ready to work. It also pleases your boss. There are two important things that help make a work area well prepared.

1. Stocking Supplies
2. Cleaning the Work Area

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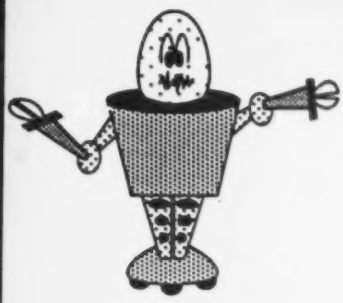


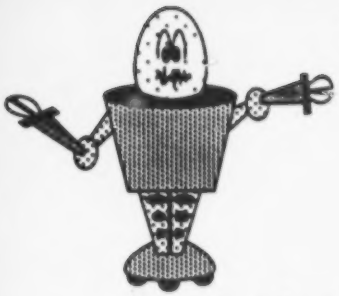
Stocking Supplies

Supplies are items that your customers use often when they visit your restaurant. Napkins, forks, salt, pepper, and sugar are a few examples of supplies. However, supplies are not just things your customers use. When it comes time to clean, you use supplies such as soap, glass cleaner, and towels.

When shelves, counters, and tables where you work are well stocked, it makes your job easier, it makes your customers happier, and most of all, it makes you and your company look good.

There are three basic steps to remember when stocking supplies.

1. Inventory or count what is needed.
2. Get the items you need from the stockroom.
3. Place the items in their proper location.



Invoices

Wherever you work, supplies that arrive must be checked-in before they can be stocked in their proper places. When your company orders supplies, a form called an invoice will be included in the shipment. The parts of the packing invoice you need to pay special attention to are numbered below.

1 Order No. 8355
2 Order Date: 08/15/89

Paul's Paper Products
1776 York Road
Los Angeles, CA 90423
(213) 651-7251

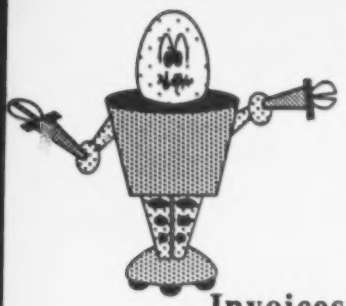
PACKING INVOICE

3 Ship To: Good Things To Eat
701 Bluebird Road
Ontario, CA 91761

Bill To: Douglas Williams
701 Bluebird Road
Ontario, CA 91761

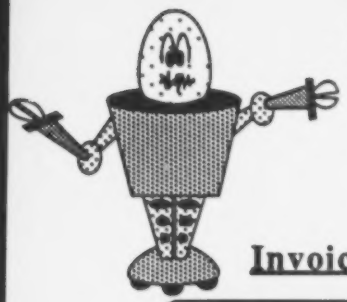
4 Qty. Ordered	5 Unit	6 Qty. Ship	7 Qty. B/O	8 Description	9 Stock No.
2	Cs.	2		16 oz. cup	44128-0
4	Bx.	2		5 in. napkins (white)	328-427
3	Pkg.	3		#10 bag (brown)	12248
4	Bx.	4		Forks	277-242

10 Packed By: _____
11 Received By: _____
12 Checked By: _____



Invoices

1. The Order Number is the number that is assigned to each invoice.
2. The Order Date is the date the order was placed.
3. The Ship To area on an invoice tells where the stock will be delivered.
4. The Quantity Ordered tells how many of each item were ordered.
5. The Unit tells the way or amount by which the item is packaged and shipped.
6. The Quantity Shipped tells how much of each item was shipped.
7. The Quantity Back-ordered tells the number of items which were ordered but not shipped. Subtract the quantity shipped from the quantity ordered to check the Quantity Back-ordered.
8. Description is a short name or phrase that describes each item.
9. The Stock Number is an identification number given to each item.
10. The person who gathers all of the items and packages them for shipping signs their name in the Packed By area.
11. The person who accepts the shipment form the delivery person signs their name in the Received By area.
12. The Checked By area of the invoice is the place where the person who checks or counts the items in the shipment signs.



Invoices

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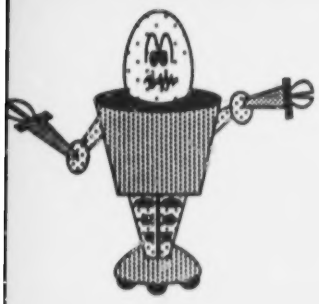


PRACTICE

Directions: Read the following statements and fill in the missing information in the invoice below.

1. Number 13-448 is the stock number for milk. Place the word "milk" in the correct area.

2. Four boxes of rice were shipped to the Lighthouse Café. How many boxes were ordered?

3. Seven boxes of beans were shipped to the Lighthouse Café. Place the 7 in the correct area.

4. 25 packages of potato chips were ordered, and only 20 were shipped. Five were not delivered. Place the number 5 in the correct area.

Order No.
Order Date:

Food Suppliers of L.A.
123 South Main
Los Angeles, CA 90034

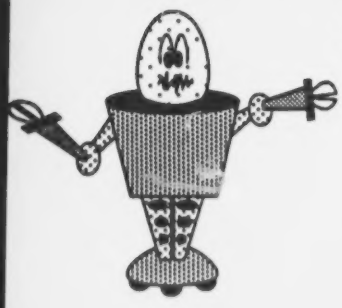
PACKING INVOICE

Ship To: Lighthouse Cafe'
9620 Grand Ave.
Santa Monica, CA 90023

Bill To: Mr. Sanchez, Manager
9620 Grand Ave.
Santa Monica, CA 90023

Qty. Ordered	Unit	Qty. Ship	Qty. B/O	Description	Stock No.
	Bx.	4	0	rice	457
12	Gal.	12	0		13-448
25	Pkg.	20		potato chips	928
7	Bx.		0	beans	22720

Packed By: Peter
Received By: Bobby
Checked By: Omar



Abbreviations

The shortened form of a word is called an abbreviation. Abbreviations are used to save time or space. They are often used in filling out forms like an invoice. Abbreviations are formed by using letters from the word.

Group 1
Months of the Year

January	= Jan.
February	= Feb.
March	= Mar.
April	= Apr.
May	} no abbreviations
June	
July	
August	= Aug.
September	= Sept.
October	= Oct.
November	= Nov.
December	= Dec.

Group 2
Days of the Week

Sunday	= Sun.
Monday	= Mon.
Tuesday	= Tues., Tu.
Wednesday	= Wed.
Thursday	= Thurs., Thur., Thu.
Friday	= Fri.
Saturday	= Sat.

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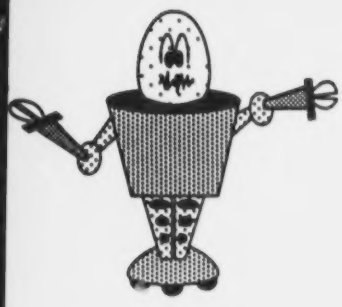


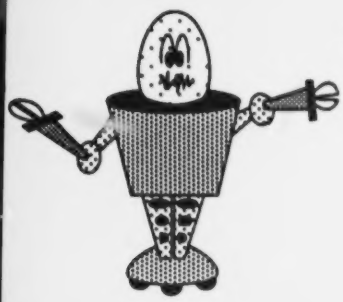
Group 3
Addresses and Directions

Boulevard	= Blvd.
Street	= St.
Road	= Rd.
Avenue	= Ave., Av.
Drive	= Dr.
Court	= Ct.
Place	= Pl.
South	= S.
East	= E.
North	= N.
West	= W.

Group 4
Titles and Special Names

President	= Pres.
Representative	= Rep.
Senator	= Sen.
Governor	= Gov.
Doctor	= Dr.
Reverend	= Rev.
Mister	= Mr.
Madame	= Mrs.
Mistress	= Miss.
Colonel	= Col.
Major	= Maj.
Lieutenant	= Lt.
Sergeant	= Sgt
Junior	= Jr.
Senior	= Sr.
Brothers	= Bros.
Company	= Co.
Corporation	= Corp.

NOTES:



Group 5
Measurements
(Metric System)

millimeter	= mm
centimeter	= cm
meter	= m
kilometer	= km
milliliter	= mL
centiliter	= cL
liter	= l
kiloliter	= kL
milligram	= mg
centigram	= cg
gram	= g
kilogram	= kg
metric ton or ton	= t

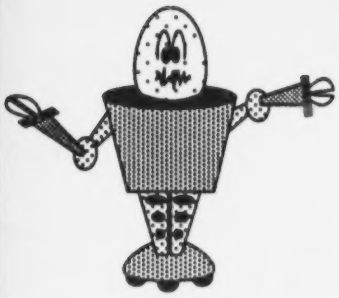
Group 6
Measurements
(English System)

inch	= in.
foot	= ft.
feet	= ft.
yard	= yd.
mile	= mi.
pint	= pt.
quart	= qt.
gallon	= gal.
ounce	= oz.
pound	= lb.
pounds	= lbs.
dozen	= doz.

Group 7
Measurements
(Time)

minute	= min.	month	= mo.
hour	= hr.	year	= yr.
week	= wk.		

NOTES:



PRACTICE

Directions: Match the word with its abbreviation.

1. gallon	ctnr.	1. boulevard	no.
2. carton	qt.	2. number	lg.
3. package	ctn	3. backordered	Mr.
4. quantity	pkg.	4. large	blvd.
5. container	gal.	5. company	b/o
6. quart	qty.	6. Mister	co.
		7. small	sm.

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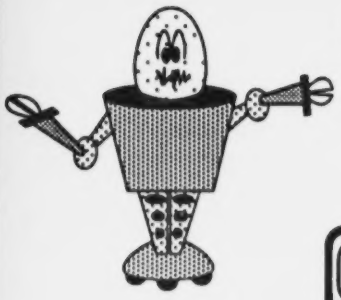
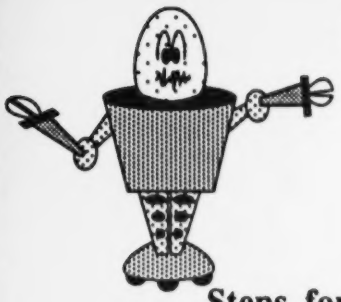


Cleaning the Work Area

Keeping things clean in any company is very important. Cleanliness is especially important in the food service industry. In fact, it's almost considered a science. The science of cleanliness is known as sanitation.

Sanitation means cleanliness. We know that it begins with personal hygiene, but it's much more than that. Sanitation involves cleaning equipment, tools, work areas, floors, tables, shelves, and counter tops. Sanitation is very important in the food service industry.



Steps for Cleaning the Floor

1. Start in one corner and sweep toward the center of the room.
2. Sweep with a smooth stroke so dirt will not scatter.
3. Pull out chairs and sweep under tables.
4. Move plants and trash cans too.
5. Sweep the dirt into a pile and then put into a dustpan.
6. Dispose of the dirt.
7. Fill a bucket with clear hot water and add disinfectant.
8. Wet the mop and wring it dry.

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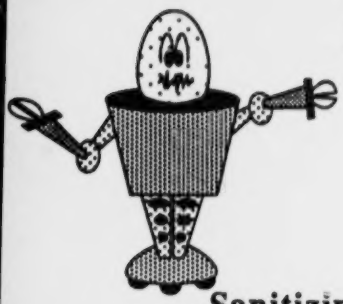

Sanitizing

Sanitizing is a necessary step in cleaning when food is involved. But sanitizing is different from cleaning. Cleaning must be done first.

Cleaning= removal of dirt and soil we can see.

Sanitizing= removal of invisible germs and bacteria.

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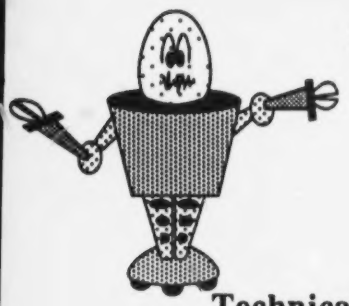

Technical Terms

You will hear many technical words in the food and hotel industries. These words aren't meant to confuse you. They are words that are directly related to a job and are used to help employees correctly and safely handle materials, tools, and equipment.

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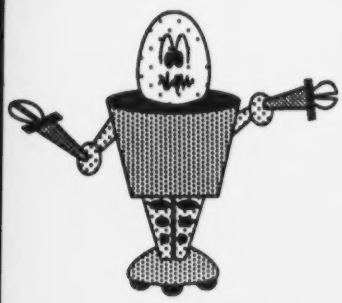


PRACTICE

Directions: Place an "x" in the box next to the correct answer.

What are bacteria?

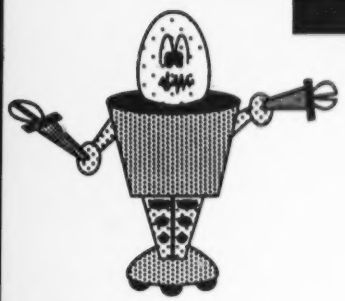
- ☐ Crumbs that are left on the table after you eat
- ☐ The heat in the oven that cooks pizza.
- ☐ Tiny germs that we cannot see. They live all around us and are dangerous because they can cause disease.

What does "fumigate" mean?

- ☐ To use smoke or gas to kill germs or bugs.
- ☐ To cook pizza dough until it is golden brown.
- ☐ To wash your hands with germ-killing soap.

What does "sterilize" mean?

- ☐ To shower everyday and to come to work clean.
- ☐ To closely inspect the area that you clean, making sure that it is perfect.
- ☐ To get rid of any dirt or germs by using chemicals.



PRACTICE

Directions: Place an "x" in the box next to the correct answer.

What does it mean to be "efficient"?

☐ To be lazy and not very helpful at work.

☐ To get a job done without wasting time.

☐ To be the cleanest and best dressed employee in your company.

What does "spotless" mean?

☐ Very, very clean; without a bit of dirt.

☐ Mold and mildew stained.

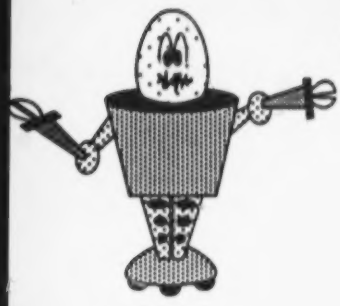
☐ To have a good record; to be well-behaved at work.

What is a cleaning schedule?

☐ Directions on how to mix cleaning chemicals.

☐ A list of safety instructions.

☐ A list of jobs and when they should be done.



PRACTICE

Directions: Place an "x" in the box next to the correct answer.

What does "caution" mean?

☐ Thinking ahead and acting carefully in order not to get hurt.

☐ Arriving at work early.

☐ Serving your customers food on clean dishes.

What does "sweep" mean?

☐ To wash and clean by rubbing hard.

☐ To get all the cleaning jobs done at one time.

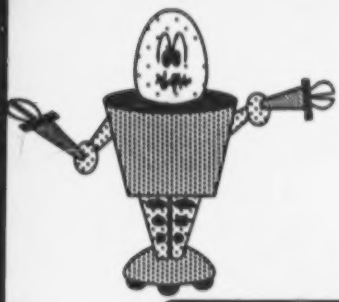
☐ To remove crumbs and dirt from the floor with a broom or brush.

What is "cooperation"?

☐ When co-workers hang out together after work.

☐ When people work together to reach the same goal.

☐ When your boss shows you how to do something.



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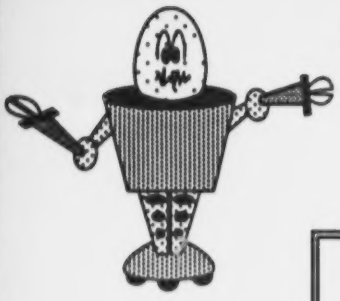
Serving the Customer



Serving the Customer

Customers expect to be treated a certain way when eating in a restaurant or staying overnight in a hotel. So, it's your job as a customer service employee to make sure they are given proper service.

There are four easy steps to serving customers.

1. **Greet the customer**
2. **Take the order**
3. **Process the order**
4. **Complete the order**

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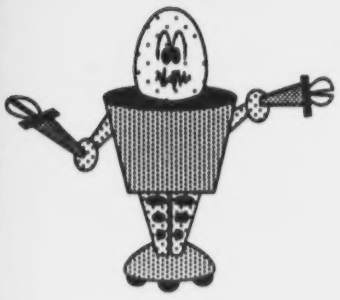
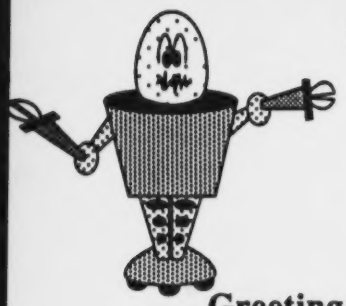


Greeting the Customer

Greeting the customer with a smile and warm wishes is important because a first impression can be a lasting impression. A proper and friendly greeting can keep a customer coming back.

In the food service business, you may greet the customer either as a "walk-in" customer or over the telephone. A walk-in customer is one who comes to your business for service with or without a reservation. A telephone customer makes a reservation or place an order over the telephone.

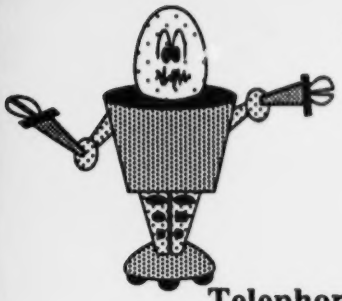
NOTES:



Greeting Walk-in Customers

1. Smile and make the appropriate greeting.
2. Assist the customers with their coats and packages.
3. Ask if they prefer smoking or non-smoking sections.
4. Show the customer to the table and assist with seating.
5. If necessary, bring extra chairs to the table.
6. Present the customer with a menu.

NOTES:



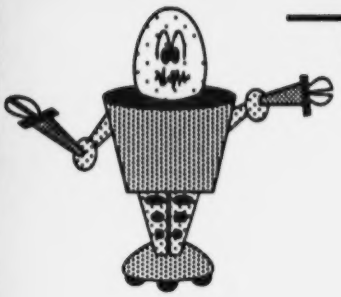
Telephone Customers

There are several ways that telephone customers are different from walk-in customers. The only contact a telephone customer has with you and your company is the the sound of your voice. So, you must be able to speak clearly and correctly.

It is also important that you listen carefully to what the customer is saying; you want to be sure to get everything right; you do not only greet telephone customers, but you also take and process their orders. Here are the eight steps to do just that.

1. Answer the incoming call promptly and courteously.
2. Identify the business and yourself.
3. Answer in a natural voice using a normal level of speaking.
4. Speak clearly.
5. Listen to what the caller has to say.
6. Write the needed information.
7. Repeat the information and indicate the cost.
8. End the call courteously.

NOTES:



PRACTICE

Directions: Choose the word that completes the sentence correctly.

1. Would you like us to_____that order?
   delivery delivered deliver

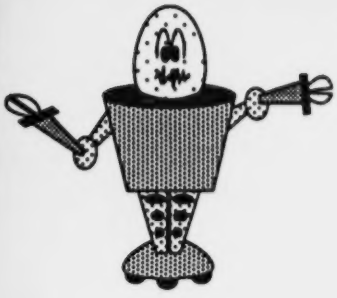
2. _____ visit our restaurant again.
   Pleasing Please Pleasant

3. Which _____ would you like to sit in?
   section sector sectioning

4. Being a cashier is a big_____.
   responsibility response responsive

5. "A _____ will be right with you to take your order," said the hostess.
   waits waiting waiter

6. The _____ has not been set properly.
   table tables talbes



Taking The Order

There are many different situations you will run into when taking customer orders because every customer has different needs. Some customers may be in a rush while others wish to relax. There are even times when each customer at a table requires a separate bill or check. Learn to recognize different needs and provide the correct service.

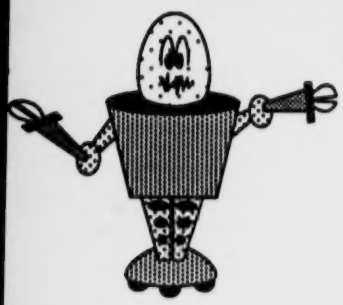
1. **Help the customers by telling them about specials.**
2. **Write down the order.**
3. **Repeat the order to make sure it is correct.**
4. **Upsell or make suggestions for other items whenever possible.**

NOTES:

Spell Words Correctly

When you are writing down the customer's order, it is very important to spell everything correctly. If you are entering an order on a cash register, also knowing how to spell will help make sure you are entering the order correctly.

NOTES:



PRACTICE

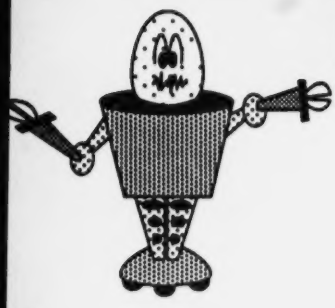
Directions: Circle the word in each line that is spelled correctly.

1) medium	medim	meudim
2) wone	one	wun
3) cheez	cheeze	cheese
4) xtra	extra	xetra
5) well	whell	welle
6) whater	watur	water
7) soda	suda	sowda
8) phive	five	fiv
9) knif	nife	knife
10) pizza	piza	pisa

Proofread

Many employees use some form of written communication. Whether it's a memo, a dinner order, or a job application, many people see what you have written. Therefore, always make sure that what you write is clear and correct. The best way to make sure that what you write is clear and correct is to proofread. When you proofread, you read over what's been written to be sure there are no spelling, punctuation or capitalization errors.

NOTES:



PRACTICE

Directions: This memo left by the night supervisor was not proofread. Circle all the spelling, punctuation, and capitalization mistakes.

Morning Crew:

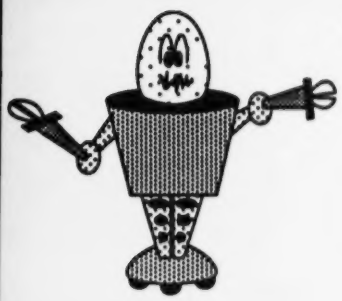
we are almost out off paper napkins.

Please order too (2) cases tomorow

thanks,

roberto

Directions: Now rewrite this same memo using correct spelling, punctuation, and capitalization.



Processing the Order

Your job responsibilities in serving the customer include processing the order. Although you are not directly responsible for preparing and cooking the food order, you are required to:

1. **take the order to the kitchen;**
2. **deliver the food when it is cooked;**
3. **watch for customer satisfaction;**
4. **keep a clean table.**

NOTES:

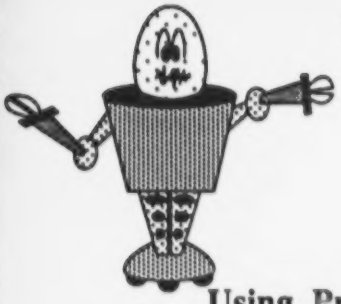
Serving Food

There are proper ways of serving food.

1. **Food is always served using your right hand from the right side of the customer.**
2. **Drinks are served just the opposite of food.**

   Use your left hand from the left side of the customer.
3. **When customers are seated in a booth, serve the food using your left hand only.**

NOTES:

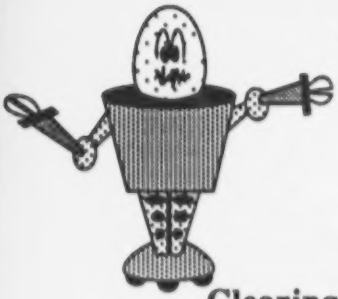


Using Proper Body Language

Sometimes the way we stand, cross our arms, or even the way we do or do not look at someone says much more than spoken words. When waiting on the side while your customers eat, you must always remember to use good posture, smile and make eye contact. This is the best way to tell customers that you would be happy to assist them in any way without having to say a word.

1. **Look customers in the eye.**
2. **Stand or sit straight and tall.**
3. **Use proper body movements and hand gestures.**

NOTES:

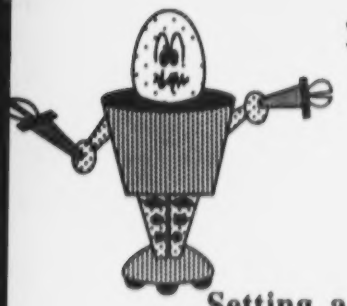


Clearing a Table

Keeping a clean table means removing dishes and silverware as customers finish each course of their meal. Dishes should be removed as soon as possible. Remember, use your right hand to do this.

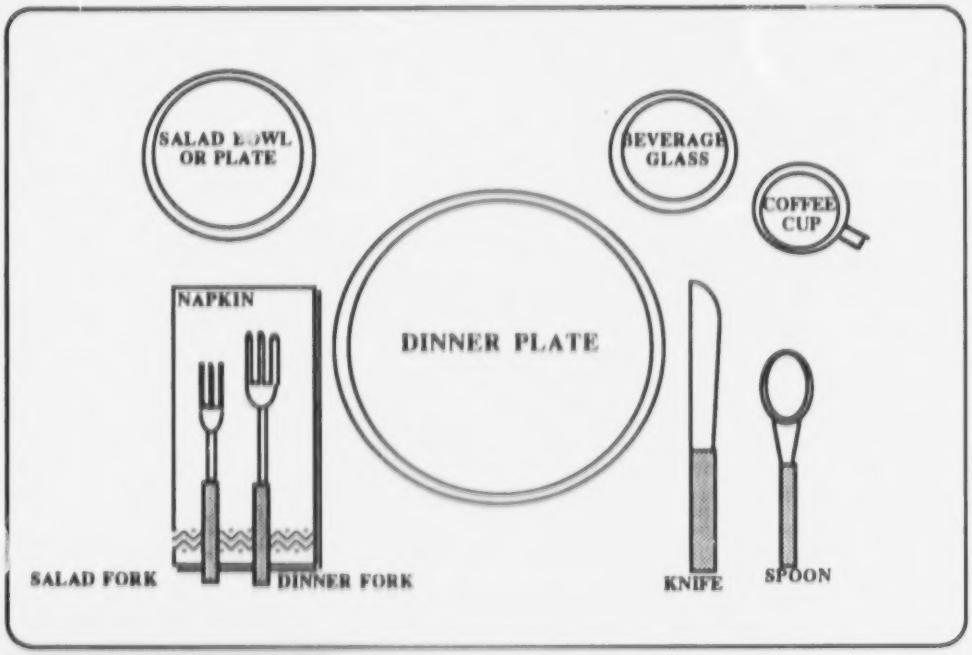
1. **Remove dishes and silverware. Use your right hand from the right of the customer.**
2. **Scrape and stack dirty dishes in a nearby tray or bus box.**
3. **Pick up papers, napkins, etc.**
4. **If dessert is to be served, leave drinking glasses and coffee cups on the table.**
5. **Brush crumbs onto a clean plate with a folded napkin.**

NOTES:



Setting a Table

You must know how to set a table in order for you to do a good job at maintaining a clean one. A place setting should look liike this:



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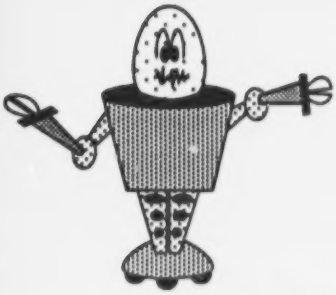
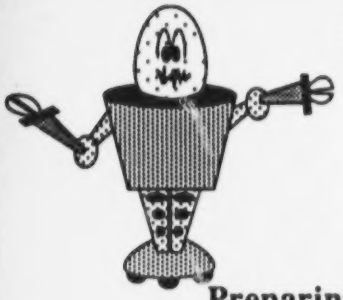


Completing the Order

Completing the order and closing the sale is the last step in serving the customer. At this time, guests should feel that:

1. **they received a good value for their money;**
2. **their service was good;**
3. **they were made to feel welcome.**

NOTES:



Preparing and Presenting the Check

The guest check should be presented only when you have determined that the customer doesn't need any more service. Sometimes customers like to take their time and have coffee and dessert. You should never rush them.

When a customer is ready for their check, go to a workstation or quiet place where you can properly prepare the customer's check or bill.

Preparing a customer's check means doing some math

Add whole numbers
Subtract whole numbers
Multiply whole numbers
Multiply decimals
Percents

NOTES:

Adding Whole Numbers

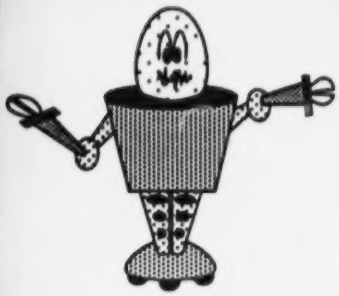
The process of finding the total is called adding. Addition is indicated with a plus sign, +.

4 +2 is read 4 plus 2.

In an addition problem, the numbers being combined are called addends, and the answer is called the sum or total.

4	+	2	=	6
addend		addend		sum

NOTES:



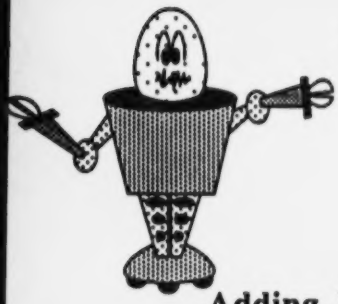
PRACTICE

Try a few addition problems.
Directions: Place an "x" next to the correct answer

1.) 9+6 = ☐ 14 ☐ 15 ☐ 3 ☐ 12

2.) 4+6 = ☐ 8 ☐ 6 ☐ 2 ☐ 10

3.) 7+2 = ☐ 9 ☐ 5 ☐ 10 ☐ 12



Adding Whole Numbers

Sometimes addition problems can be written like this:

```
  4  addend
 +2  addend
 --
  6  sum or total
```

To add these numbers, first add the ones, then the tens,and finally the hundreds.

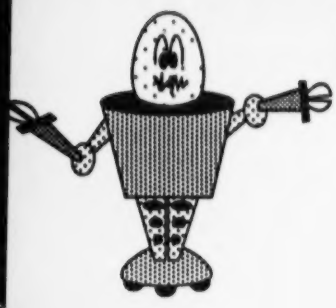
```
  511
   23
  154
   10
 ---
  698
```

sum of hundreds

sum of tens

sum of ones

NOTES:



PRACTICE

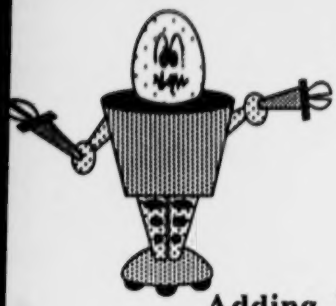
Directions: Place an "x" in the box next to the correct answer.

1.) 12
+ 57

☐ 59 ☐ 65 ☐ 69 ☐ 79

2.) 153
+ 346

☐ 499 ☐ 498 ☐ 399 ☐ 419



Adding Whole Numbers

The sum or total of numbers in any column can be more than 9. If this happens, carrying is necessary.

Here is an example:

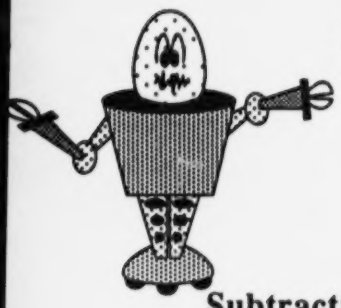
$$\begin{array}{r} 27 \\ +\ 49 \\ \hline 6 \end{array}$$

The sum of the ones column is 16. Since 16 = 1 ten and 6 ones, carry the 1 ten into the tens column and write the 6 in the ones column.

$$\begin{array}{r} {\scriptstyle 1}\ \ \\ 27 \\ +\ 49 \\ \hline 76 \end{array}$$

Then add the tens column to complete the answer, 76.

NOTES:



Subtracting Whole Numbers

The process of finding the difference between numbers is called subtracting. Subtraction is indicated with a minus sign, -.

4 - 2 is read 4 minus 2, or 4 take away 2.

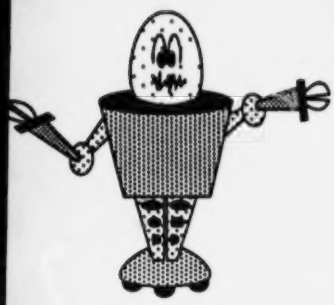
In a subtraction problem, the answer is called the remainder or difference.

The number being subtracted **from** is called the minuend.

The number that is being subtracted or taken away is the subtrahend.

4	-	2	=	2
minuend		subtrahend		remainder or difference

NOTES:



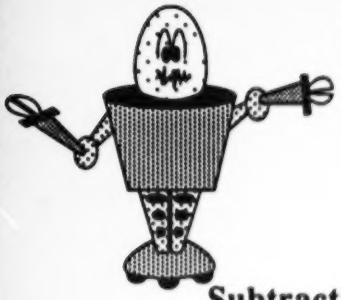
PRACTICE

Try a few subtraction problems.
Directions: Place an "x" next to the correct answer

1.) 5-2 =__ ☐ 4 ☐ 3 ☐ 7 ☐ 6

2.) 9-7 =__ ☐ 2 ☐ 3 ☐ 4 ☐ 5

3.) 6-1 =__ ☐ 4 ☐ 7 ☐ 5 ☐ 9



Subtracting Whole Numbers

To subtract two numbers, line up the numbers so that the digits in the "ones" place are in a column.

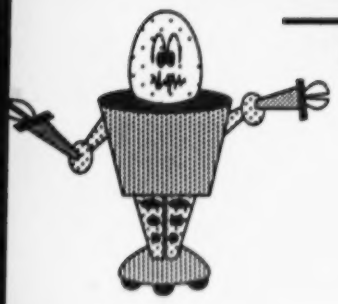
ones are lined up

```
  5 3
- 2 1
  ---
  3 2
```

3 - 1 = 2

5 - 2 = 3

NOTES:



PRACTICE

Directions: Place an "x" in the box next to the correct answer.

1.) 37
- 12

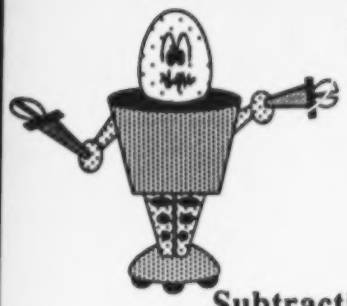
☐ 49 ☐ 26 ☐ 23 ☐ 25

2.) 98
- 77

☐ 21 ☐ 31 ☐ 25 ☐ 20

3.) 602
- 301

☐ 901 ☐ 301 ☐ 303 ☐ 903



Subtracting Whole Numbers

Sometimes when subtracting you will need to borrow.

For example, find the difference:

57 - 29 or $\begin{array}{r} 57 \\ -\ 29 \end{array}$

You cannot subtract 9 from 7, so regroup.

$$\begin{array}{r} 57 \\ -\ 29 \end{array} \longrightarrow \begin{array}{r} 5 \text{ tens} + 7 \text{ ones} \\ -\ 2 \text{ tens} + 9 \text{ ones} \end{array} \longrightarrow \begin{array}{r} 4 \text{ tens} + 17 \text{ ones} \\ -\ 2 \text{ tens} + 9 \text{ ones} \end{array}$$

Answer: 2 tens + 8 ones = 28

57 had to be regrouped to get 4 tens and 17 ones. You borrowed ten in order to get enough ones to perform the subtraction.

Here are a few more examples:

$$\begin{array}{r} {}^{7}\not{8}5 \\ -\ 56 \\ \hline 29 \end{array} \qquad \begin{array}{r} 114 \\ -\ 44 \\ \hline 70 \end{array} \qquad \begin{array}{r} {}^{2}\not{3}123 \\ -\ 212 \\ \hline 2911 \end{array}$$

NOTES:

PRACTICE

Directions: Place an "x" in the box next to the correct answer.

1.) 72 − 12

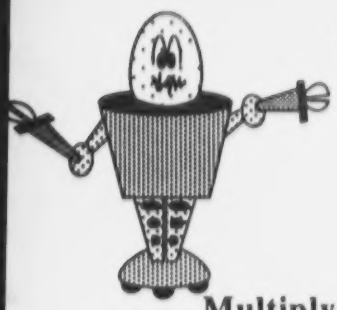
☐ 100 ☐ 60 ☐ 44 ☐ 36

2.) 506 − 247

☐ 159 ☐ 764 ☐ 349 ☐ 259

3.) 536 − 207

☐ 747 ☐ 339 ☐ 329 ☐ 331



Multiplying Whole Numbers

If you add the number 3 a total of 4 times, the answer is 12.

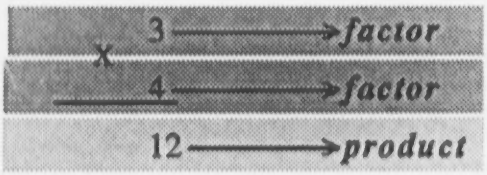
$3 + 3 + 3 + 3 = 12$

We can also show this with a figure like the one below.

3 items

4 times

Multiplication is a shortcut for repeated addition. In a multiplication problem, the numbers being multiplied are called factors. The answer is the product.



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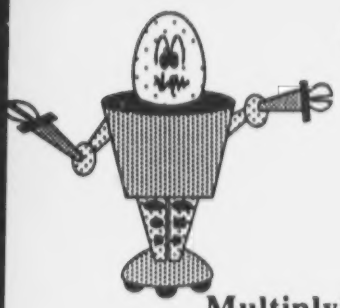


Multiplying Whole Numbers

All possible combinations and products of numbers 1 through 9 are shown on this chart.

Zeroes are left out of the chart since any number times zero is zero. Also, one times any number is that number.

To multiply quickly, you should know the products of all the combinations in the chart.

0 x any number = 0
1 x any number = that number

Examples:

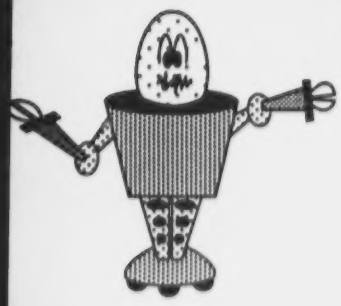
0 x 1 = 0

0 x 7 = 0

1 x 1 = 1

1 x 6 = 6

X	1	2	3	4	5	6	7	8	9
1	1	2	3	4	5	6	7	8	9
2	2	4	6	8	10	12	14	16	18
3	3	6	9	12	15	18	21	24	27
4	4	8	12	16	20	24	28	32	36
5	5	10	15	20	25	30	35	40	45
6	6	12	18	24	30	36	42	48	54
7	7	14	21	28	35	42	49	56	63
8	8	16	24	32	40	48	56	64	72
9	9	18	27	36	45	54	63	72	81



PRACTICE

Directions: Recall the numbers on the chart as well as what you learned in school to answer these problems.

4 x 6 = ☐

1 x 7 = ☐

4 x 4 = ☐

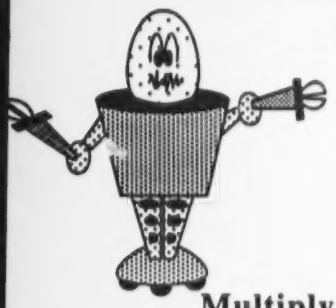
3 x 8 = ☐

Directions: Place an "x" in the box next to the correct answer.

1.) 3 x 9 = ☐ 11 ☐ 27 ☐ 26 ☐ 24

2.) 2 x 4 = ☐ 8 ☐ 6 ☐ 10 ☐ 4

3.) 6 x 5 = ☐ 11 ☐ 20 ☐ 25 ☐ 30



Multiplying Decimals

First, multiply the numbers as if they were whole numbers. Decimal points are never lined up in multiplication.

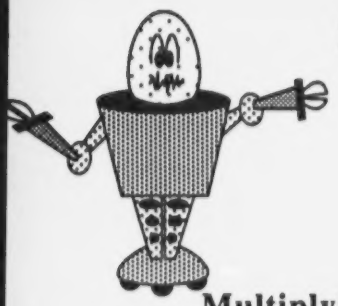
$$\begin{array}{rr} & 8.34 \\ \times & \underline{\ \ 4.2} \\ & 1668 \\ & \underline{3336\ \ } \\ & 35028 \end{array}$$

Next, to place the decimal point in the answer, count the number of digits to the right of the decimal point in both of the numbers being multiplied.

$$\begin{array}{rr} & 8.34 \longrightarrow \text{2 decimal spaces} \\ \times & \underline{\ \ 4.2} \longrightarrow \text{1 decimal space} \\ & 1668 \\ & \underline{3336\ \ } \\ & 35028 \end{array}$$

3 total decimal spaces

NOTES:



Multiplying Decimals

Count the number of decimal points in both sets of numbers. In the answer count from the right to the left.

There are three decimal places

$$\begin{array}{r} 8.34 \\ \times \quad 4.2 \\ \hline 1668 \\ 3336 \\ \hline 35.028 \end{array}$$

3 places from right

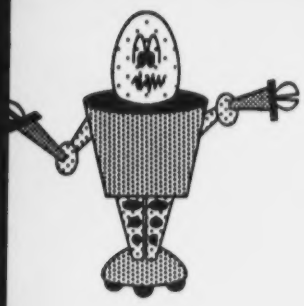
Answer = 35.028

Directions: Put a decimal point in the correct place.

1.) $\begin{array}{r} 4\,2 \\ \times \ .05 \\ \hline 210 \end{array}$

2.) $\begin{array}{r} 7.6 \\ \times \ 1.3 \\ \hline 228 \\ 76 \\ \hline 988 \end{array}$

NOTES:



PRACTICE

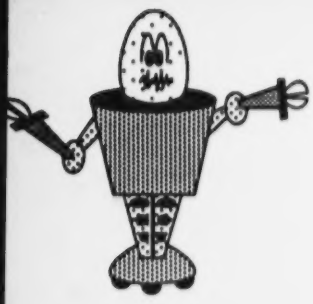
Directions: Place an "x" in the box next to the correct answer.

1.) 21.7
x 6.1
☐ 132.37 ☐ 13.237 ☐ 1.2327 ☐ 132.7

2.) 7.9
x 2.6
☐ 2.054 ☐ 20.54 ☐ 2054. ☐ 205.4

3.) .04
x .09
☐ .36 ☐ .036 ☐ 3.6 ☐ .0036

NOTES:



PRACTICE

Directions: Multiply and find the cost of these food items. Circle the correct answer.

1.)12 Tacos at $.85 each = _____

$10.20 $8.50 $102.00

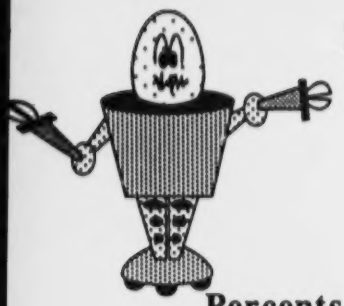
2.) 3 Cokes at $.75 each = _____

$1.75 $1.50 $2.25

3.) 3 Milkshakes at $1.45 each = _____

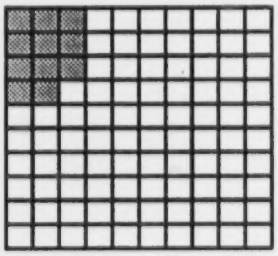
$3.45 $4.35 $5.35

NOTES:



Percents

This figure has one hundred equal squares. Eleven of these are shaded. The shaded portion is 11% of the total, or eleven parts out of 100 parts. Percent means per one hundred.



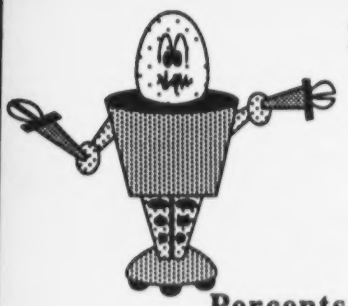
1% means 1 part out of 100 parts,

or

$1\% = \frac{1}{100}$ as a fraction

1% = .01 as a decimal

NOTES:



Percents

In an attempt to complete a customer's order, it's important that you know how to change a percent to a decimal. You'll need to work with decimals, not percents when you're computing things like sales tax or discounts.

Since 1% = .01

47% = 47 x .01 = .47

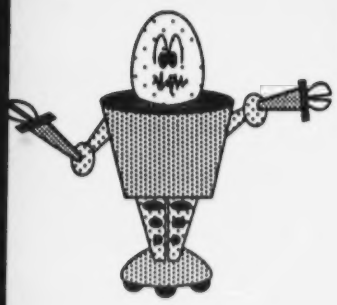
To change a percent to a decimal, drop the percent sign and move the decimal 2 places to the left.

76% = 76 x .01 = .76

25% = 25 x .01 = .25

4% = 4 x .01 = .04

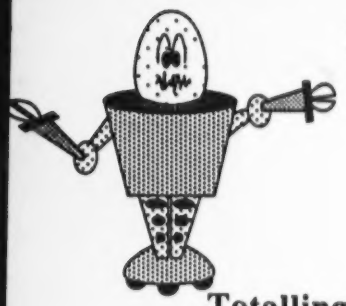
NOTES:



PRACTICE

Directions: Change each percent to a decimal. Circle the correct answer.

1.)	17%	.07	.17	.017
2.)	65%	.065	6.5	.65
3.)	5%	5.0	.5	.05
4.)	83.4%	.83	8.34	834



Totalling a Bill

To figure out the sales tax. You first need to change the percent to a decimal.

State Sales Tax is 5%

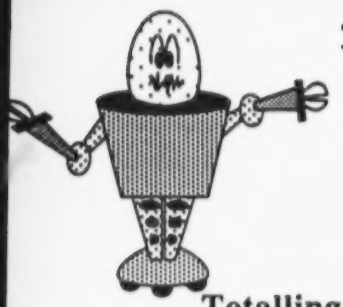
5% = .05

Second, multiply the subtotals of the cost of the food items by this decimal.

Food Subtotal = $14.25

$$\begin{array}{r} \$14.25 \\ \times \quad .05 \\ \hline 7125 \\ 0000 \\ \hline 0.7125 \end{array}$$

NOTES:



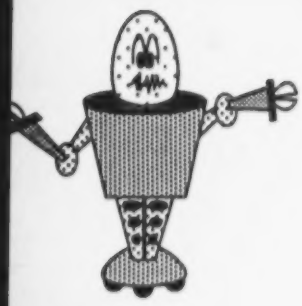
Totalling a Bill

Third, round this product to the nearest cent. This is your sales tax. Add it to your subtotal and you'll have the total of your bill.

0.7125 ⟶ round = $0.71

Food Subtotal	=	$14.25
Sales Tax	= +	$ 0.71
TOTAL	=	$14.96

NOTES:



PRACTICE

Directions: Compute the sales tax. Circle the correct answer.

State Sales tax is 4%

Subtotal = $4.25

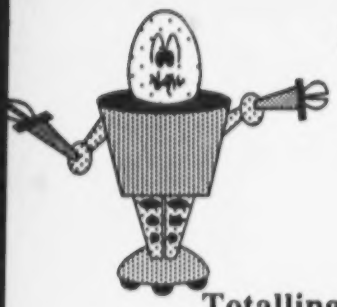
1.) What is 4% in decimal form?

.4 .04 4.0

2.) $4.25
x .04 0.19 0.17 0.11

3.) Total of the bill = _____

$4.75 $4.13 $4.42



Totalling a Bill

Computing discounts is just the opposite of computing sales tax. Instead of adding to the subtotal, you subtract from it.

Discounts

Discount = 2. %

Subtotal = $16.45

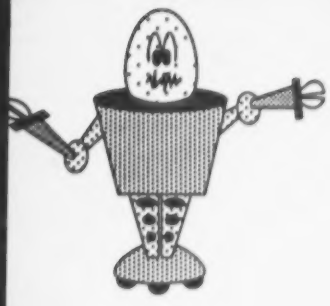
1) 25% = .25

2) $16.45
× .25
8205
3290
4.1105

3) 4.1105 = $4.11

$16.45
- 4.11
$12.34

NOTES:



PRACTICE

Directions: Practice totalling a bill by computing this discount. Circle the correct answer.

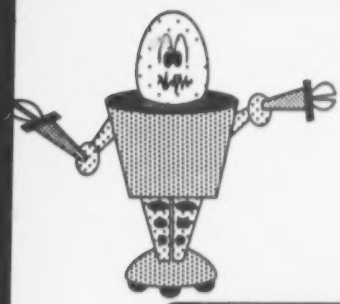
Discounts	=	10%
Subtotal	=	$12.30

1.) What is 10% in decimal form?

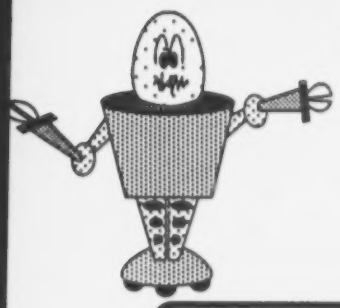
.01 .10 1.0

2.) $12.30
x .10 $12.30 $0.23 $1.23

3.) Total of this bill = _____
$11.07 $13.43 $11.27

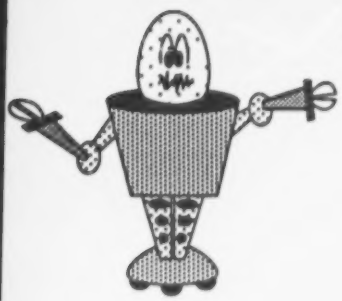


NOTES:



NOTES:

Cashiering



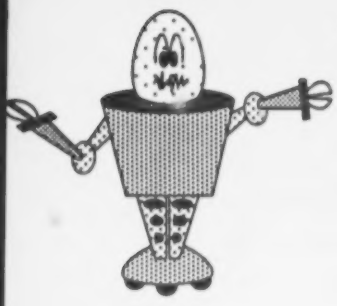
Cashiering

Being a good cashier means making use of some very important skills that many people never really think about. Cashiering means being able to communicate well. You must be able to do anything from asking a customer to repeat his order to writing another employee a note telling him or her that a piece of equipment is broken. You must also be able to handle numbers, to make change or balance the cash register at the end of your shift.

This section is going to teach you a few of these skills through examples that relate to:

1. Setting up the cash drawer
2. Ringing up sales
3. Checking out at the end of the shift

NOTES:



Setting up the Cash Drawer

Every store, restaurant or hotel you might work in has a slightly different set-up to their cash drawer.

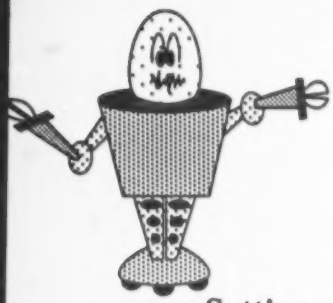
While there are too many to discuss every one, there are certain common rules for arranging money in the drawer.

In most businesses, a cashier beginning his or her shift is given a fresh drawer. This drawer contains a specific amount of money that he or she will be responsible for at the end of the shift.

Always count this money before beginning your shift to make sure the right amount is there.

There are spaces in the cash drawer for the different money sizes and amounts. These usually include pennies, nickels, dimes, and quarters as well as one, five, ten and twenty dollar bills. Some cash registers have a large space for checks and larger bills while others require the cashier to place them under the tray.

NOTES:

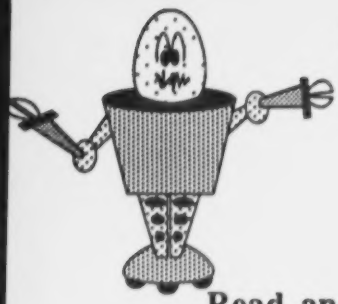


Setting up the Cash Drawer/Following Directions

This is a standard form that your company will provide you with at the start of each shift. It's your duty to count the cash in your drawer and make sure that it matches the amount on the form.

(print screen c1.24)

NOTES:



Read and Write Accurate Messages

It is important that you are able to read memos, messages and manuals when learning to set up your cash drawer

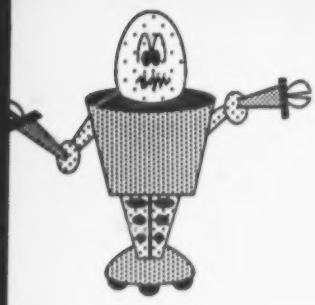
> -John,
>
> To cover for the recent increase in business, the cash drawer will now begin with $200 instead of $150.
>
> Thanks

Without this short, but to-the-point memo, John may have thought that his cash drawer contained the wrong amount of money.

Remember to always leave memos or messages that are

1. accurate
2. readable
3. to-the-point
4. detailed

NOTES:



PRACTICE

Directions: Which message is the most accurate, to-the-point, and detailed?

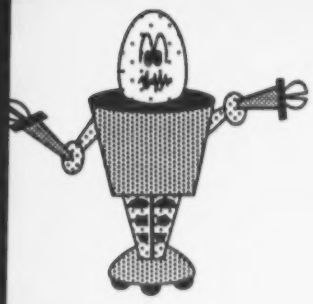
#1
Tom:
Please order 300 cartons of eggs (12 eggs per carton) from the Northview Egg Distribution Center by 3:00 p.m. tomorrow. Have them delivered to the store on Friday morning. Their number is 562-4467. Ask for Bill McElroy.

Thanks,
Phil

#2
Tom:
Order eggs for Friday.

#3
Tom:
Please order at least 3000 eggs tomorrow from the place where we usually order them. You should have them delivered on Friday or Monday. The person I talked to the last time sounded like they had a cold. His name was either Tom or Sam. The number for the place is on top of my desk.

Sincerely yours,
Phillip Spener



PRACTICE

Directions: Find the important information in this message. Answer the questions in the space provided.

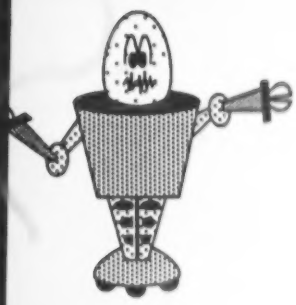
Tom:
If the representative from New Compton Register Papers calls, please order ten 5" receipt rolls of the cash register tape. I would do this myself, but I've been busy babysitting my niece. She's 5 years old, and you know how they can be. Our cash register is the TEC Electronic Model 100. The cash register is a 1987 model. I bought it at that electronics superstore down the street.

Thanks,
Phil

1. If who calls? _____
   _____
   _____

2. Order what? _____
   _____
   _____

3. For what type of register? _____
   _____
   _____



PRACTICE

Directions: Find the important information in this message. Answer the questions in the space provided.

Tom:
If Mrs. Simpson comes in again today, please tell her that we do not special order quiche. If she still wants one, she can order it from the Franklin Bakery. Their number is 577-8933. I've had a couple from there myself. Some were O.K., and others were not so good.

Thanks,
Phil

1. If who comes in? _____
   _____
   _____
2. Where should she try? _____
   _____
   _____
3. What is their number? _____
   _____
   _____

Ringing Up Sales

The main task of a cashier is to ring up sales. So the cashier must be able to add, subtract and estimate. Many errors made by the order taker can be discovered by a cashier.

In order to ring up sales accurately you will need to

Total a bill

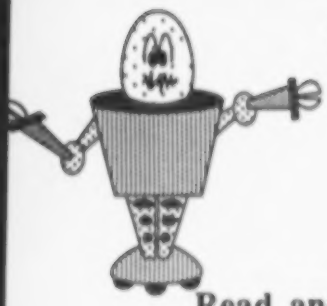
1. Receive the bill from the customer.
2. Ask the customers if everything was to their liking.
3. Enter the price of each item into the register and total the bill.

Accept payment

1. Tell the customer how much he or she owes.
2. State the amount of money the customer gives you.
3. Place the payment on the shelf above cash register drawer.

Make change

1. Gather the change from the cash drawer.
2. Count the change to the customer.
3. Place customer's payment in the drawer and close it.
4. Thank the customer.

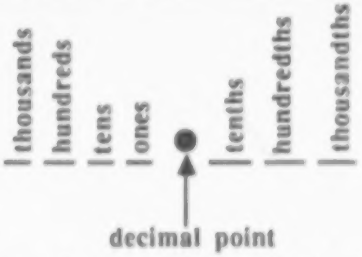


Read and Write Decimals

In order to ring up sales accurately, you need to understand decimals or, in plain language, dollars and cents.

Decimals are sets of numbers that have periods in them. These periods are called "decimal points". The numbers to the left side of the decimal point tell us how many whole units of something we are talking about. The units could be ounces, degrees of temperature, or dollars. The numbers to the right side of the decimal point tell us how many parts of a unit we are talking about.

The place values of decimals are shown below.



The value of each place increases by 10 going from right to left.

Decimal point

623 • 45

623: number of whole units

45: parts of one unit

NOTES:

Read and Write Decimals

To read a decimal, use the following rule:

Step 1:	Read any number to the left of the decimal point as you would any whole number.
Step 2:	Then say the word "and".
Step 3:	Finally, read the numbers to the right of the decimal point as a whole number, followed by its place value.

623.45

Six hundred twenty-three and forty-five hundreths.

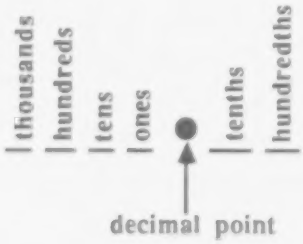
NOTES:

Dollars and Cents

As you probably know from your experience with money, the numbers to the left of the decimal point are whole dollars while the numbers to the right are only part of a dollar.

Decimals and "dollars and cents" are practically the same.

The place values of dollars and cents are shown below.



Decimal point

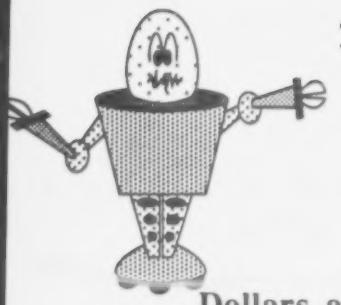
$ 6 ● 25

number of dollars

part of one dollar

There are usually only two places, to the right of the decimal point when referring to dollar and cents. This is because there are 100 pennies in one dollar.

NOTES:



Dollars and Cents

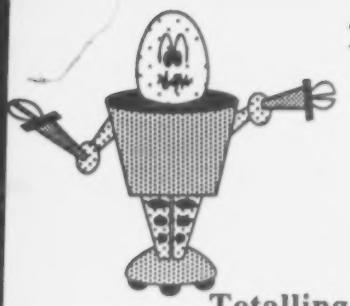
To read dollars and cents, use the following rule:.

Step 1:	Read any number to the left of the point as you would any whole number.
Step 2:	Then say the word "dollars".
Step 3:	Then say the word "and".
Step 4:	Finally, read the numbers to the right of the decimal point as whole numbers, followed by the word "cents".

$6.25

Six dollars and twenty-five cents.

NOTES:

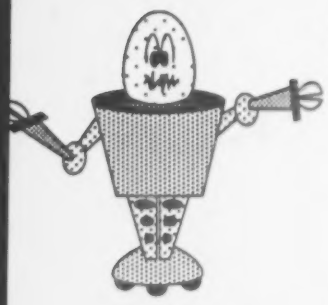


Totalling a Bill

Totalling a customer's bill means adding together the cost of all items as well as any tax that applies.

Totalling a bill means adding dollars and cents, or decimals.

NOTES:



Adding Decimals

To add decimals, line the numbers up so the decimal points are in a column.

Step 1: Line up decimal points

13.96 + 8.72 =_____

$$\begin{array}{r} 13.96 \\ +\ \underline{8.72} \end{array}$$

Add the numbers as you would whole numbers. Remember to "carry" those extra numbers to the next column and add them in.

Step 2: Add the numbers

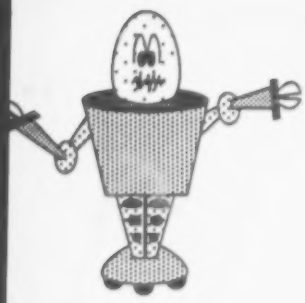
$$\begin{array}{r} {\scriptstyle 11} \\ 13.96 \\ +\ \underline{8.72} \\ 22\,68 \end{array}$$

Finally, place the decimal point in the answer so it appears directly below the decimal point in the problem.

Step 3: Place the decimal point below the decimal point in the problem.

$$\begin{array}{r} 13.96 \\ +\ \underline{8.72} \\ 22.68 \end{array}$$

NOTES:



PRACTICE

Directions: Place an "x" in the box next to the correct answer.

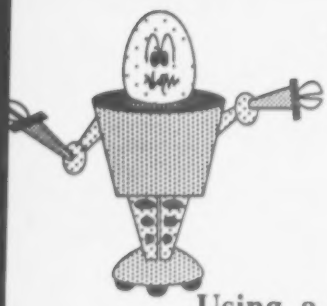
1.) $7.50
+ 9.83

- ☐ $16.33
- ☐ $1.733
- ☐ $17.33
- ☐ $17.83

2.) $12.14
+ 6.50

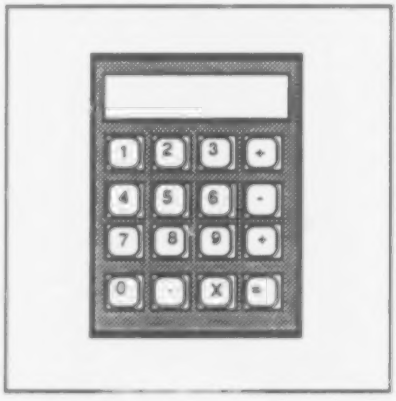
- ☐ $1.864
- ☐ $18.64
- ☐ $18.84
- ☐ $1.884

NOTES:



Using a Calculator

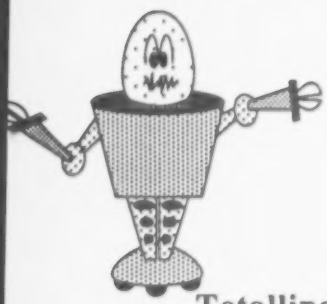
The easiest way to add decimals - or do any math calculations - is to use a calculator. Remember to keep the decimal in the same place as you enter the number into the calculator. Also, don't forget the addition and equals sign.



Practice with these problems.

	$25.75			$0.75
+	1.50		+	2.11
				4.95

NOTES:



Totalling a Bill

Just as the hostess who greets a customer gives a first impression, the cashier leaves the customer with a final impression.

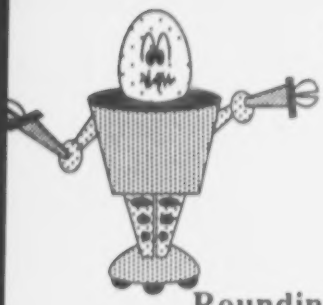
When totaling a customer's bill:

1. Receive the bill from the customer.

2. Ask customer if everything was to his or her liking.

3. Enter the price of each item into the register and total the bill.

NOTES:



Rounding Decimals or Dollars and Cents

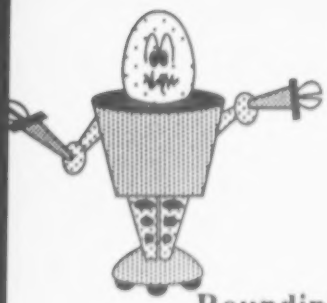
Carelessness when working on the cash register can result in some very embarrassing situations. A good way to avoid miscalculations and embarrassing situations is to estimate the total of the order before entering it into the cash register.

One way to get a rough "check" on the total of a bill is to estimate or round the numbers to the nearest dollar amount.

To round a number means to find a number which is close to the original number, but easier to work with.

The easier numbers are to work with, the better you'll be able to estimate that the total of your customer's bill is a reasonable amount.

NOTES:



Rounding Decimals or Dollars and Cents

When dealing with dollars and cents, round to the nearest dollar.

This means that if the numbers to the right of the decimal point are 50 or greater, increase the dollar amount by one.

$1.75 ⟶ $2.00
round

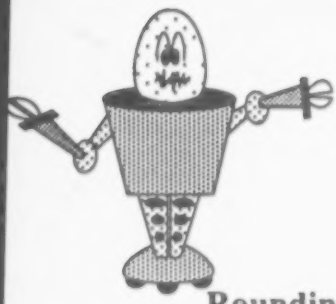
$5.56 ⟶ $6.00
round

If the numbers to the right of the decimal point are less than 50, do not change the dollar amount.

$5.12 ⟶ $5.00
round

$16.49 ⟶ $16.00
round

NOTES:

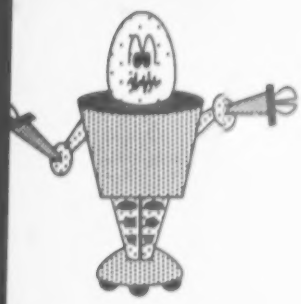


Rounding Decimals or Dollars and Cents

In the case of this bill, rounding and estimating helps you to double-check the accuracy of your math.

	$ 4.75	$ 5.00
+	$ 3.16	$ 3.00
	$ 0.75	$ 1.00
	$ 1.80	$ 2.00
	$11.21	$11.00

NOTES:



PRACTICE

Directions: Examine the following checks. If rounding to estimate the total seems accurate, circle yes. If it seems like there has been an error, circle no.

Guest Check:

N.Y. Strip	$14.95	Yes	No
Pork Chops	$12.60		
Chef's Salad	$ 4.95		
Coffee	$ 1.00		
Wine (glass)	$ 3.75		
	$43.00		

Guest Check:

Special	$ 8.50	Yes	No
Hamburger and fries	$ 5.50		
Tuna Salad	$ 3.00		
Coke	$ .75		
Ice Tea	$ .50		
	$19.00		

Guest Check:

Breakfast Special	$ 3.00	Yes	No
Steak & Eggs (fried)	$ 7.45		
Coffee	$ .75		
Orange Juice	$ 1.25		
	$16.00		

NOTES:

Accepting Payment

Accepting payment for a customer's bill is easy.

1. Tell them how much they owe, even if it is displayed on the cash register.

2. Count the money the customer gives you and state the amount aloud.

3. Place the money on the shelf above the cash register drawer. Never place the money in the cash register until you make change. That way, if the customer believes that, for example, a twenty was used instead of a ten for payment, you can show them the actual money received.

NOTES:

Making Change

Making change is the last step in completing the task of ringing up sales.

Making change really means subtracting the total amount of the bill from the amount the customer gave you.

Once you know how much change a customer is to receive, gather it from the cash drawer (most registers will compute the change for you).

As you hand the customer their change, count it aloud. When the customer is satisfied, place his or her money or payment in the drawer. Close the cash drawer and thank the customer for his or her business.

NOTES:

Subtracting Decimals or Dollars and Cents

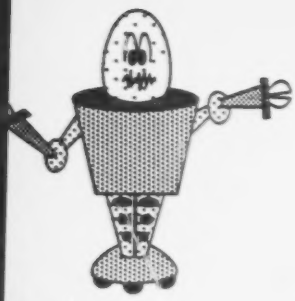
Subtracting decimals is also like subtracting dollars and cents.

Remember, as in adding, to line up the decimal points. Then subtract each number from the one above, borrowing as necessary to make the number on the top bigger than the one on the bottom.

Be sure to include the decimal point in your answer.

$$\begin{array}{r} \$\ 1.\overset{4}{\not 5}0 \\ -0.25 \\ \hline \$1.25 \end{array}$$

NOTES:



PRACTICE

Directions: Place an "x" in the box next to the correct answer.

1.) $35.99
− $14.67

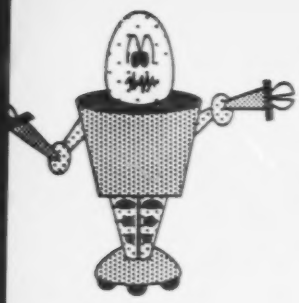
- ☐ $21.32
- ☐ $13.25
- ☐ $22.32
- ☐ $ 21.45

2.) $15.82
− $13.79

- ☐ $ 28.11
- ☐ $ 5.03
- ☐ $ 2.03
- ☐ $ 2.13

3.) $14.00
− $ 7.62

- ☐ $7.38
- ☐ $6.38
- ☐ $6.48
- ☐ $47.40



PRACTICE

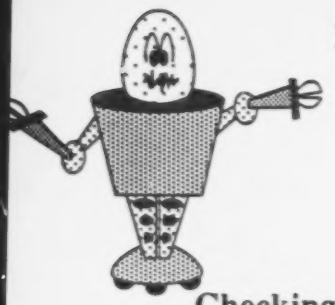
Directions: Place an "X" in the box next to the correct answer.

If a twenty dollar bill is presented for a check totaling $10.44, what is the correct change?

- ☐ $9.26
- ☐ $9.46
- ☐ $9.56
- ☐ $9.76

How much change would a customer receive from a ten dollar bill if the food sale amounted to $6.59?

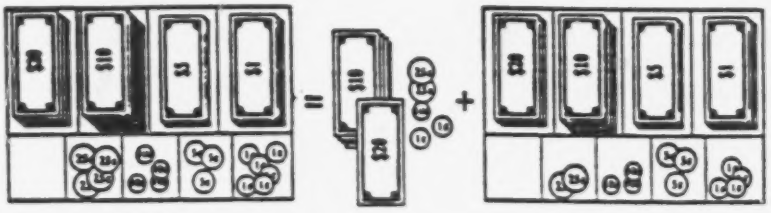
- ☐ $2.41
- ☐ $3.31
- ☐ $4.21
- ☐ $3.41



Checking Out at the End of the Shift

At the beginning of your shift you received a cash drawer containing a specific amount of money. During your shift you added payments and returned change to customers from your drawer. Now, as you check out at the end of your shift, you need to balance the cash drawer.

The money in your cash drawer at the end of your shift should equal the amount of money taken in during your shift plus the money that was in the drawer when your shift began.



Cash drawer at End of Shift = Money taken in during shift + Cash drawer at Beginning of Shift

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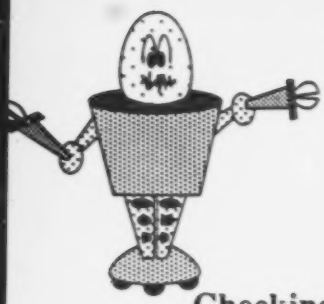


Checking Out at the End of the Shift

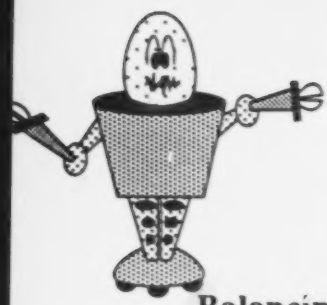
The first thing you need to do when checking out at the end of your shift is to total all your checks or sales and record this amount on the form your employer gives you.

Don't worry about having to add all those sales figures. Today, most cash registers are programmed to calculate this total sales figure for you!

Next count the cash in your drawer. Count the bills first, then the coins. Being exact is very important; every penny counts.

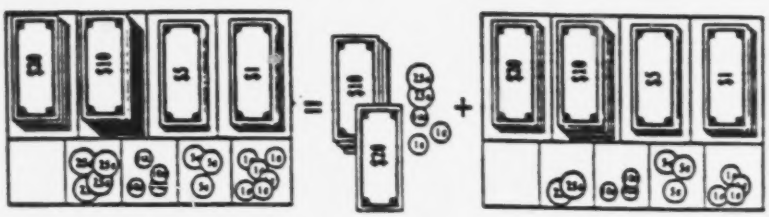
Once you have counted all your cash and recorded it on the proper forms, you need to prepare the money for a bank deposit. This is done by wrapping coins in paper tubes and by banding together the paper money or bills.

NOTES:



Balancing the Cash Drawer

So now you know exactly how much cash is in your drawer at the end of your shift. You know what your total sales were, and, of course, you know how much cash was in your drawer at the beginning of your shift. Now you're ready to see if your drawer balances.



For example, this drawer balances.

End of Shift	=	$500
Total Sales	=	$395
Beginning of Shift	=	$105

$500 = $395 + $105

NOTES:

Balancing the Cash Drawer

If the cash drawer doesn't balance, don't panic. Recheck all your figures and recount all the money.

Directions: Do these drawers balance?
Circle the correct answer.

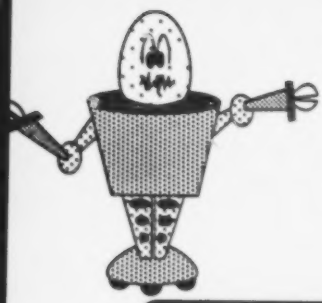
Drawer #1

End of shift	=	$997		
Sales	=	$895	Yes	No
Beginning of shift	=	$105		

Drawer #2

End of shift	=	$648		
Sales	=	$543	Yes	No
Beginning of shift	=	$105		

NOTES:



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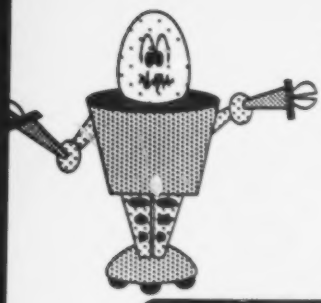

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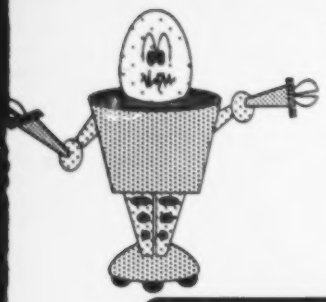

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